STATE OF ALABAMA
DEPARTMENT OF INSURANCE— FY08 IT STRATEGIC PLAN WORKSHEET

IT MISSION
Provide the Commissioner with information technology and services needed to fulfill the mission of the Department of Insurance.

IT VISION
To consistently provide innovative and effective information technology services, solutions, and partnerships enabling ALDOI to meet its goals

VALUES
- Service

We exist to serve our customers' needs

- Integrity

We uphold the trust of our customers by being honest and accountable

- Respect

We treat everyone with dignity and consideration

- Innovation

We provide creative, cost-effective approaches satisfying our customer needs

- Teamwork

We work together in an environment of cooperation to be successful

CUSTOMERS
(Expectations)

- Department staff and employees
- Consumers
- Industry
- NAIC

Expectations
- ➢ *Dependable, user-friendly services and systems*
- ➢ *Accurate and secure information and data entry*
- ➢ *Timely and responsive services*
- ➢ *Maintain interoperability and compatibility*
- ➢ *Meet customer needs*

- Finance Department and other State agencies
- Vendors and business partners
- NAIC

- Other states' Insurance and IT departments

Expectations
- ➢ *Accurate and secure information and data entry*
- ➢ *Maintain interoperability and compatibility*
- ➢ *Greater integration and standardization with NAIC and other state networks and systems*

KEY GOALS (1-4)
G1 (DGX): Enable electronic transfer of fund capability within the Producer Licensing, Rates and Forms, Fire Marshal, and Examination divisions by the end of FY10.

G2 (DGX): Reduce average network downtime by 50% by the end of FY12.

G3 (DGX): Save the department 10% of its out-of-state travel costs through the integration and deployment of information technologies by the end of FY12.

ASSUMPTIONS
- FY06 – 07 goals and initiatives are on schedule
- IT funding remains stable and consistent
- Able to hire 1 additional programmer during FY07

WORKLOAD MEASURES
W1: # of users served
W2: # of applications and systems supported
W3: # of legislated mandates

STRENGTHS
- Dedicated and capable IT staff
- Leadership support
- Stable funding levels
- Relationships with vendors and customers

WEAKNESSES
- Projected staffing shortfall
- Inadequate office space for staff and operations

OPPORTUNITIES
- Greater demands for online services and access

- Move toward greater national and regional systems integration and standardization
- Expansion of wireless infrastructure across the state
- ISD's plans for establishing an operational disaster recovery site

THREATS
- Increased security threats to network and wireless systems
- Inability of Department to increase budget through fee and licensure increases

OBJECTIVES
- (G1) Obj1 (# of selected divisions with electronic transfer capability): Enable electronic transfer of fund capability within the Producer Licensing, Rates and Forms, and Fire Marshal.
- (G2) Obj1 (average network downtime in hours): Reduce average network downtime by 21%.
- (G3) Obj1 (% savings of out-of-state travel costs): Save the department 10% of its out-of-state travel costs through the integration and deployment of information technologies.

CRITICAL ISSUES
INTERNAL
- None

EXTERNAL
- None

STRATEGIES & ACTION PLANS* (Person Responsible/Estimated Completion Date)
(G1) S1: Expand electronic transfer of fund (EFT) capability through selected divisions.
A. Working with each selected division's personnel, identify and select transactions appropriate for using EFT. (E. Brown) (01 Oct 07)
B. Develop, refine, and implement a project plan for each division. (E. Brown) (30 Sep 08)

C. Monitor and maintain EFT capability within each selected division. (E. Brown) (30 Sep 08)

(G2) S1: To establish a wireless backbone permitting remote access for field examiners and deputy fire marshals.
A. Meeting with field examiners and deputy fire marshal representatives to review process for remotely accessing network. (G. Givhan) (30 Nov 07)
B. Determine available remote access options. (G. Givhan) (31 Jan 08)
C. Meet and coordinate requirements with ISD and Accounting. (G. Givhan) (31 Mar 08)
D. Acquire and deploy approved options. (G. Givhan) (1 Aug 08)
E. Test deployed options. (G. Givhan) (31 Aug 08)
F. Monitor and analyze system downtime. (G. Givhan) (30 Sep 08)

(G3) S1: Deploy teleconferencing applications and systems to save the department out-of-state travel costs.
A. Analyze current department out-of-state travel requirements and expenditures. (L. Lauderdale) (1 Oct 07)
B. Identify availability of teleconferencing at common destination sites. (L. Lauderdale) (31 Jan 08)
C. Identify and select suitable teleconferencing options. (L. Lauderdale) (31 Mar 08)
D. Deploy selected options. (L. Lauderdale) (31 May 08)
E. Train department personnel on use of deployed options. (L. Lauderdale) (31 Jul 08)
F. Evaluate impact of deployed options on department travel requirements and costs. (L. Lauderdale) (30 Sep 08)

* Action plans will be submitted with Operational Plan, not the SMART Plan.

 NOTE: As the planning and budget process continues, you will need to identify spending and staffing requirements for each action step, **if possible**. If not, then estimates will need to be provided for each strategy.

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Key Goals (DGX)	Critical Issues (GX)	Strategies (GX)	Objectives (GX) (Unit of Measure)	Baseline/ 2007 Projection/ 2008 Target
G1 (DGX): Enable electronic transfer of fund capability within the Producer Licensing, Rates and Forms, Fire Marshal, and Examination divisions by the end of FY10.	IC: None EC: None	(G1) S1: Expand electronic transfer of fund (EFT) capability through selected divisions.	(G1) Obj1 (# of selected divisions with electronic transfer capability): Enable electronic transfer of fund capability within the Producer Licensing, Rates and Forms, and Fire Marshal.	06: 1 division 07: 2 divisions 08: 3 divisions
G2 (DGX): Reduce average network downtime by 50% by the end of FY12.	IC: None EC: None	(G2) S1: To establish a wireless backbone permitting remote access for field examiners and deputy fire marshals.	(G2) Obj1 (average network downtime in hours): Reduce average network downtime by 21%.	06: 42 hours 07: 36 hours 08: 33 hours
G3 (DGX): Save the department 10% of its annual out-of-state travel costs through integration and deployment of information technologies by the end of FY12.	IC: None EC: None	(G3) S1: Deploy teleconferencing applications and systems to reduce department out-of-state travel costs.	(G3) Obj1 (% of savings in out-of-state travel costs): Save the department 10% of its annual out-of-state travel costs through the integration and deployment of information technologies.	06: 10% 07: 10% 08: 10%